

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Riverside County – Department of Public Social Services, Children’s Services Division;  
Riverside County Probation Department, Juvenile

Date Completed: January 26, 2010

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In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	<p>All efforts for children under the care and supervision of the Probation department will be coordinated with the probation liaison and through the Disaster Operations Center (DOC) following the county disaster preparedness plan.</p> <p><b><u>Children’s Services Division (CSD)</u></b></p> <p>In case of a disaster or an evacuation, Children’s Services Division (CSD) needs to know where our foster children are located or have been relocated. On a monthly basis, CSD runs a data report on all Riverside County dependents in out-of-home placement including, medically fragile children in out-of-home placement. This report clearly indicates the identified category, the Placement Home name, address, and phone number so that, in the event of a disaster, calls or visits can be made to</p>

	<p>ensure the safety of our children as well as determine if relocation has been or may be necessary. This monthly report is to be maintained by the designated safety officer in the CSD – DISASTER PREPAREDNESS Binder at each office.</p> <p><b><u>Probation</u></b></p> <p>The Placement Unit for the Riverside County Probation Department is housed at the Riverside Juvenile Services Division (JSD) and is a centralized unit that supervises wards of the court who are ordered placed outside of the home. In case of a disaster or an evacuation, Probation must know where wards in placement facilities are located. On a monthly basis, an updated Private Placement-Agency Population Total report will be generated to indicate where all wards in placement facilities are located. This report will clearly indicate the placement facility name, address, and phone number so that, in the event of a disaster, calls or visits can be made to ensure the safety of our wards and determine if relocation is necessary. This monthly report will be maintained in the Placement Unit at the Juvenile Field Services Office.</p>
Essential Function:	2. Communication process with child care/placement providers
Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>For children in Foster Family Agency (FFA) homes, Group Homes, licensed foster homes, relative homes, or for children in family maintenance status with their parents, staff will make contact with these caregivers to assess the safety of the family and the children, assess any needs of the family and children and determine how those needs will be met. Immediate contact with the caretakers (which could include parents, relatives, and non-relative extended family members) is to be made by telephone or in person if they cannot be reached by telephone and if it is safe to travel in the area of where the child is placed. All efforts for children under the care and supervision of the Probation department will be coordinated with the probation liaison and through the Disaster Operations Center (DOC) following the county disaster preparedness plan. Each group home with children placed by the Probation Department has a probation officer assigned. The group home is given a contact number for that officer.</p> <p>In the event of an emergency which prevented the Central Placement Unit (CPU) from interacting with caregivers, the immediate steps to respond are:</p> <ol style="list-style-type: none"> <li>1. Refer to the master listing of all Foster Family Homes and relative caregivers who have placement of Riverside County Dependents. Contact those homes who live in the area that has been affected by the event. Caregivers will be able to contact the 1-800-665-5437 telephone number to notify the Department of damage to their home or injury to a child(ren). Staff will retrieve messages from the telephone line and contact the caregivers who have been affected to see if temporary housing arrangements are necessary and obtain if so needed.</li> </ol>

2. Staff will assess the needs of caregiver and child(ren) and provide referrals and resources on an as needed basis in coordination with the DOC.
3. The unit will establish an emergency tracking electronic and hard copy database of the temporary locations where children are placed.
4. Staff will make follow-up contact with the caregivers who needed assistance to ensure services were provided.
5. The Placement Regional Manager (RM) and DOC liaison will be kept apprised of the number of families and children affected by an uncontrolled event and will be informed of the temporary plan for the families and children.

### **Probation**

Placement staff assigned to the particular placement facility will make contact with the caregivers to assess the safety of the ward(s), assess any needs of the facility and wards, and determine how those needs will be met. Immediate contact with the caretakers is to be made by telephone or in person, if they cannot be reached by telephone and if it is safe to travel.

At the time a ward is placed, the placement provider will be given a contact number for the assigned probation officer.

In the event of a major disaster or emergency which prevents or hinders the probation officer from easily contacting the placement provider, the probation officer will:

1. Refer to the master listing of all placement providers who have Riverside County wards. The Probation Officer is to contact by telephone and in person (if possible) those placement providers which are located in the area that have/may have been affected by the disaster/event. Placement providers, as able, are to contact the Probation Officer or Placement Supervisor to notify the department of damage to their facility or injury to any ward(s) or if wards need to be relocated. Probation Officers will retrieve messages and contact the placement provider(s) who have been affected to see if temporary housing arrangements for wards are necessary.
2. The probation officer will assess the needs of wards and provide resources and assistance on an as needed basis in coordination with the Department Operation Center (D.O.C.).
3. The Placement unit will establish an electronic (if able) and manual emergency tracking database of the temporary locations of any wards that have been moved to a new placement/location, utilizing the Private Placement-Agency Population Total report.

	<ol style="list-style-type: none"> <li>4. The probation officer will make follow-up contact with the placement providers who needed assistance to ensure services are provided.</li> <li>5. The Placement Supervisor and Riverside Juvenile Hall D.O.C. are to be kept apprised of the number of wards affected by an uncontrolled event and will be informed of the temporary plan for these wards.</li> </ol>
Essential Function:	<ol style="list-style-type: none"> <li>4. Identification of evacuation procedures – Event known in advance</li> </ol>
Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>Each office has an evacuation plan posted throughout the work area. Quarterly drills are held and evaluated. All placement homes are required to post evacuation routes. Social workers are to document viewing plans and each home is to have a drill. If children need to be relocated, the social worker is to contact the Centralized Placement Unit (CPU). The PCU is a centralized unit that processes the social workers’ placement requests for shelter care homes, foster care homes, FFA homes, small family homes, and group homes.</p> <ol style="list-style-type: none"> <li>1. The on-call primary placement worker will notify the Placement supervisor of the event who will alert the RM.</li> <li>2. Placement social worker will then be relocated to another office that is not affected by the disaster.</li> <li>3. The supervisor will contact all Placement staff and set up operations at the unaffected site. The site will have email, fax machines, printers, copiers, and telephone communications available.</li> <li>4. The on-call social worker and supervisor for the Placement Services region will maintain hard copies of the database for child placement and foster care openings, and is responsible for the safekeeping of these records off site.</li> <li>5. Regional administrative staff, on behalf of the RM, will notify all regional liaisons of the temporary email connection, telephone and fax numbers. If telecommunications systems are disabled in some regions, a courier system will be deployed to transport hard copy placement requests to and from the temporary site.</li> <li>6. Placement social worker will contact all Foster Family Agencies and Group Homes and set up a contact number for the agencies to call in and report any child injuries resulting from the disaster event, if needed.</li> <li>7. The screening committee will conduct emergency screenings as needed.</li> </ol>

	<p><b><u>Probation</u></b></p> <p>Each probation office has an evacuation plan posted throughout the work area. Drills are held and evaluated throughout the year.</p> <p>Placement providers are required to post evacuation routes in each of their facilities. Probation Officers are to document that they have seen and inspected the placements evacuation plans. Furthermore, each placement facility is required to have evacuation drills on a quarterly basis.</p>
Essential Function:	5. Identification of evacuation procedures – Event not known in advance
Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>DPSS emergency services will contact the stand-by/call back primary placement worker during after hours or the emergency placement pager during working hours in the event the Kidd St. office is uninhabitable. The process steps 1-7 as outlined in the “known in advance” block is to be followed.</p> <p><b><u>Probation</u></b></p> <p>The process as identified in the “known in advance” block is to be followed.</p>
Essential Function:	6. Identification of shelters
Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>All required emergency shelters needed as a result of the disaster are coordinated through the DOC. Shelters needed for children detained during a declared disaster period will follow the established process.</p> <ol style="list-style-type: none"> <li>1. During normal business hours the placement requests are emailed, if possible, to the CPU from the placement liaison. The CPS supervisor assesses and assigns the request to a placement coordinator.</li> <li>2. After business hours and on night and weekends, there is an on-call social worker and supervisor that process placement requested over the phone. Social workers page the on-call placement social worker. The on-call placement social worker researches the case via</li> </ol>

CWS/CMS, and then locates an appropriate foster care placement. The Coordinator contacts the Social Worker and gives them the placement information to make the placement.

3. The on-call social worker and supervisor for the Placement Services region will maintain copies of the database for child placement and foster care openings, and is responsible for its safekeeping off site.

### **Probation**

The Placement Unit for the Probation Department is housed at the Riverside Juvenile Services Division (JSD) and is a centralized unit that supervises wards of the court who are ordered placed outside of the home. In the event evacuation of JSD is needed, the following steps will be taken:

1. The JSD Director or Assistant Director will notify the Placement Supervisor(s) who will inform the assigned Probation Officer(s).
2. The Placement Supervisor will be relocated to another office that is not affected by the disaster. The Supervisor will contact all Placement staff and set up operations at the unaffected site. The site will have email, fax machines, printers, copiers, and telephone communications available.
3. The Placement Supervisor will maintain hard copies of the database for Riverside minors in private placement, and is responsible for the safekeeping of these records off site.
4. Support staff, on behalf of the Placement Supervisor, will assist in notify all Probation Officers of the temporary email connection, telephone and fax numbers. If telecommunications systems are disabled in some regions, a courier system will be deployed to transport hard copy placement issues to and from the temporary site.
5. The Placement Supervisor, or their designates, will contact all Placement facilities and set up a contact number for the facilities to call in and report any child injuries or other pertinent issues resulting from the disaster event, if needed.
7. The screening committee will conduct emergency screenings as needed.

Essential Function:

8. Parental notification procedures

<p>Process Description:</p>	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>Social workers shall immediately contact the parent or guardian by telephone. If they cannot reach the parent or guardian by telephone and if it is safe to travel in the area where the child is placed, the worker shall make contact in person. A follow-up face to face visit with the family is required as soon as possible when travel conditions are safe.</p> <p><b><u>Probation</u></b></p> <ol style="list-style-type: none"> <li>1. The Probation Officer shall contact the placement provider by telephone, or in person if they cannot reach the placement provider by telephone and if it is safe to travel in the area where the ward(s) is placed. A follow-up face to face visit with the placement provider is required as soon as possible when travel conditions are safe.</li> <li>2. The Probation Officer/designate will then contact the parent, by telephone and if not by telephone then if possible in person, to report on the status of their child.</li> </ol>
<p>Essential Function:</p>	<p>7. Alternative processes for providing continued services</p>
<p>Process Description:</p>	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>Social workers will identify, locate and continue availability of services for children under their supervision who are displaced or adversely affected by a disaster. In the event that the Central Intake Center (CIC) has to be evacuated and cannot be re-entered or cannot be accessed due to catastrophic events, and the decision to activate the DOC has been made by the corresponding designate, the following will be performed:</p> <ol style="list-style-type: none"> <li>1. Office Support Supervisor or designee will notify Professional Communications Network (PCN) Answering Service, of the emergency and manually transfer the three Child Abuse and Neglect reporting lines to PCN with instructions to: maintain the lines until CIC staff arrive at Alternate Site, and give PCN cellular telephone numbers of designated CIC Supervisors to be contacted for updates and information.</li> <li>2. Verify manual transfer was completed.</li> <li>3. If manual transfer is disabled at the Center, immediately contact Riverside County Information Technology (RCIT) Helpdesk to route the reporting lines to PCN.</li> <li>4. In the event the emergency occurs after hours and the reporting lines have already been transferred to PCN, a designated staff member or designee shall verify that the lines are still</li> </ol>

routed to PCN and notify PCN as stated above.

#### Regional Operations Staffing Structure

The RM will make the following assignments within each of the regional offices and oversee the operation of those assignments, while coordinating with the Assistant Director and Deputy Director of CSD.

1. Place a supervisor in charge of triaging immediate response reports and 10-day reports.
2. Place a supervisor in charge of Emergency Response investigations and Structured Decision Making (SDM) consultations.
3. Place a supervisor in charge of telephone and/or face-to-face contact with biological parents, relatives, foster parents, and children.
4. Place a supervisor in charge of coordinating community linkages for needed emergency care and services.
5. Assign social work staff to carry out each of the above functions.
6. Assign clerical staff to support each of the above functions.
7. Assign SSA staff to assist with each of the above functions, as well as child transport/care.

Normal staffing structures will resume in each of the regional offices once the disaster has been stabilized

#### Foster Care Eligibility:

Provide Medi-Cal cards for children receiving Foster Care, KinGAP, & Adoptions Assistance Payments

1. This function is centralized at the Hole Avenue office. The CSD function can be moved to another Foster Care office that is operational or to any TAM office that is operational. Operation is contingent upon the state MEDS system and terminals being functional. There is no method of issuing a Medi-Cal card outside of the state MEDS system.
2. In a County-wide emergency, another California County could be contacted to issue initial and replacement cards or to perform on-line MEDS transactions to provide current eligibility for a client.
3. Restore MEDS capability to one Foster Care office site. Issue all Foster Care MEDS requests from this central point until MEDS capability and staff can be restored to all Foster Care offices and normal business functionality exists.

Provide cash aid payments to caregivers on new applications and continuing cases for Foster Care, KinGAP, and Adoptions Assistance

1. This function is performed in seven units at six physical locations County-wide. If one site were



- not functional, the cases could be accessed through C-IV at another site where C-IV is available.
2. If C-IV was down, staff would use the manual issuance procedure for issuing walk-thru payments outside of the C-IV system as described in DM 2004-216 for all issuances until C-IV is restored.
  3. In the event a main payroll issuance is delayed, caregivers would be expected to provide for the children until the payroll could be issued.
  4. Staff would be relocated to sites where C-IV equipment is available. The C-IV system stores cases electronically so all actions can be performed without paper cases. Foster Care staff could be assigned to any TAM office site and still would be able to issue Foster Care payments.

Receive, track, and assign applications for Foster Care, KinGAP, & Adoptions Assistance Payments

1. A paper log process would be activated to record, track, and assign applications if the electronic process were unavailable.
2. All information recorded on the paper log would be transferred to the electronic system when restored.

Services for children and families:

Staff have access to service providers' contact information via a non-public website. Additionally, Riverside participates in the CWDA Southern Counties Mutual Aid in Disaster agreement.

**Probation**

Probation Officers will identify, locate and continue availability of services for wards under their supervision that are displaced or adversely affected by a disaster.

1. Contact will be made with placement facilities by the assigned Deputy Probation Officers or their designate. The assigned wards will be accounted for and a determination will be made if they are able to receive service through each facility.
2. Efforts will be made to physically secure any ward(s) in need and transport them to the nearest Juvenile Hall until they can be placed elsewhere.
3. A paper log process will be activated to record and track placement wards displaced and housed at each juvenile hall. All information recorded on the paper log would be transferred to the electronic system when restored.
4. The Placement Supervisor will be in communication with Riverside Juvenile Hall D.O.C.

	regarding transportation of wards as well as space/location where displaced wards will be housed.
Essential Function:	8. Staff assignment process
Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>The following information will be updated and maintained in a binder labeled CWS – DISASTER PREPAREDNESS which will be given to the assistant director, deputies, and RMs. The lists will be updated monthly.</p> <ul style="list-style-type: none"> <li>• Child Welfare Staff phone numbers</li> <li>• Group Homes and FFA contact list</li> <li>• California ICPC contact list</li> <li>• National ICPC contact list</li> <li>• Group Home Provider and Foster Family Agency Lists</li> </ul> <p>Communication is vital in the event of an emergency or disaster. If phone lines/cell phones are working, staff should check in with their immediate supervisor if there is any question about their ability to get to work.</p> <p>Staff will be informed of alternative locations to report to work following the procedure outlined in Riverside County Disaster Preparedness brochure 7200, as necessary.</p> <p>In the event that the case carrying social worker is not available, coverage shall be provided by another CSSW and/or Supervisor with the first option being a social worker in the unit the case is in.</p> <p>The RM or designated in-charge will coordinate referral assignments from CIC with available supervisors.</p> <p><b><u>Probation</u></b></p> <p>The following information will be updated and maintained in a binder labeled Placement – DISASTER PREPAREDNESS, which will be given to the Juvenile Services Division (J.S.D.) Director, Assistant Division Director, as well as Placement Supervisors and Probation Officers. The lists will be updated quarterly. The lists will contain:</p> <ul style="list-style-type: none"> <li>* Placement Supervisor phone numbers</li> </ul>

	<ul style="list-style-type: none"> <li>* Placement Probation Officer phone numbers</li> <li>* Placement Providers addresses and phone numbers</li> </ul> <p>Communication is vital in the event of an emergency or disaster. If phone lines/cell phones are working, staff should check in with their immediate supervisor if there is any question about their ability to get to work.</p> <p>Placement staff is to report to the J.S.D. or the nearest Juvenile Hall in the event the Placement unit has been relocated.</p> <p>In the event that the assigned Probation Officer is not available, coverage shall be provided by another Probation Officer and/or Supervisor.</p> <p>The Division Director, Assistant Director, Placement Supervisor, or designated in-charge, will coordinate assignments from J.S.D., or if J.S.D. is not safe to inhabit, from Riverside Juvenile Hall or other safe probation facility.</p>
Essential Function:	9. Workload planning
Process Description:	<p><b><u>Children's Services Division (CSD)</u></b></p> <p><b><u>Intake</u></b>  The functioning of the CIC has been described as to how the phone lines are to be switched over in the event of an emergency. The plan also covers alternate site and manual adaptations as appropriate. A social worker will be assigned to handle hotline calls. If a social worker is not available, intake specialists may be able to cover this function with close guidance from a social worker, supervisor, or manager. Additionally, each office has a paper-based process to accommodate walk-in reports of child maltreatment.</p> <p><b><u>Operational regions</u></b>  New workload assignments will be factored into available case carrying social workers. Coordination will be through the DOC or through the alternative CIC sites, as appropriate. Support staff can assist with many varied job functions such as but not limited to:</p> <ul style="list-style-type: none"> <li>• Assist with phone calls to verify location of foster children and hotline coverage,</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist with in person verification of location of foster children in the event that phone lines are down,</li> <li>• Emergency Placements – assist in locating appropriate foster home and relative/ non-related extended family member (NREFM) placements, and</li> <li>• Assist in coordinating Live Scan for available emergency placements.</li> </ul> <p>Riverside participates in the CWDA Southern Counties Mutual Aid in Disaster agreement.</p> <p><b><u>Probation</u></b></p> <p>As indicated, the Placement Unit for the Riverside County Probation Department is housed at the Riverside Juvenile Services Division (JSD). In the event of an emergency, if JSD is not functional, the placement supervisors will be relocated to another probation office not affected by the disaster. The unaffected site will be used as a point of operation to monitor minors currently in private placements. While the focus will be on ensuring the safety of the wards currently in placement, it does not appear in the event of a major disaster, that wards would be placed in private placements during this unstable period of time. Minor's pending private placement will be house at juvenile hall to ensure their safety.</p>
Essential Function:	10. Alternative locations for operations
Process Description:	<p><b><u>Children's Services Division (CSD)</u></b></p> <p><b><u>Intake</u></b></p> <ol style="list-style-type: none"> <li>1. RM or designee will deploy CIC staff to one of the pre-determined Alternate Sites via the safest mode of transportation.</li> <li>2. Designated staff, determined by the RM or designee, will contact all CIC staff on their county issued cellular telephone, when necessary, and notify them of the deployment to Alternate Site.</li> <li>3. RM or designee will notify the following departments of the deployment of CIC staff, where the Alternate Site is, and ETA for CIC staff arrival.</li> <li>4. RM or designee will request response from each department at the Alternate Site for assistance and response from each department to the CIC to assess and determine the recovery time. The contact for these support departments are: <ul style="list-style-type: none"> <li>○ DPSS IT Support, (951) 358-3147: This number is maintained 24 hours a day, 7 days a week. LAN administrator is on call and is paged by the servers in case of an after hours emergency.</li> <li>○ Riverside County Information Technology (RCIT) Helpdesk,</li> <li>○ Facilities: After hours and on week-ends, that number is put on "night service". Night service causes all calls to go to voice mail and then to page the technician on call.</li> </ul> </li> </ol>

5. Office Support Supervisor or designee will verify that the CIC Emergency Bag is available and en-route to Alternate Site. This bag contains the following items and is updated quarterly:
  - Supply of blank referral forms (DPSS 1541 obsolete) to hand write child abuse and neglect reports received. This form has all the required fields needed to report child abuse as mandated by Penal Code 11167. The form was made obsolete with the implementation of CWS/CMS; however, hard copy forms are available to use in contingency operations.
  - Telephone book with updated numbers: regions, law enforcement agencies, other Counties, emergency numbers.
  - Thomas Bros. Guide, Emergency Light, pens, batteries, stapler.
  - CSD Disaster Preparedness binder.
6. Upon arrival to the Alternate Site, designated staff will contact PCN and give them a list of cellular telephone numbers (verified that the cellular telephone is receiving a signal) for CIC staff on site in order for PCN to forward the child abuse and neglect calls they receive on a rotational schedule.
7. CIC staff will prepare to receive calls on their assigned cellular telephone and take, by hand, reports of child abuse and neglect. Hand written referrals will be maintained together to prevent loss or damage so they may be entered into computer once available.
8. CIC supervisors will contact region supervisors to ascertain an availability list of Emergency Response workers for immediate response.
9. Intake Center Supervisors will maintain a log of all pertinent information that occurred on their shift, and will pass the log onto the on-coming CIC supervisor.
10. Arrival, at the Alternate Site, of emergency staff from other departments notified of the CIC deployment activities:
  - County Communications to verify telephone systems work for routing calls to Alternate site on short term basis,
  - DPSS-IT Support to verify and assist in computer access/connectivity for research and data entry of child abuse and neglect reports,
  - Facilities to verify and assist in any equipment or supplies required at the Alternate Site on a short term basis

#### Operational regions

In the event that the case carrying social worker is not available, coverage shall be provided by another CSSW and/or Supervisor with the first option being a social worker from the unit the case is carried. New investigations will be assigned in coordination with the CIC and DOC as appropriate.

	<p><b><u>Probation</u></b> Placement supervisors will deploy placement deputies to one of the sites not affected by the emergency via the safest mode of transportation.</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p><b><u>Children's Services Division (CSD)</u></b></p> <p>Staff are given specific disaster training during Induction classes. RMs receive updated hard copies and e-copies monthly of contact information. Supervisors are to address disaster preparedness during their required monthly safety discussion. Evacuation drills are held quarterly.</p> <p><b><u>Probation</u></b> Staff is given disaster training throughout the year. Supervisors are to address disaster preparedness and/or safety issues during their monthly staff meetings. Evacuation drills at private placement facilities are to be held quarterly. Evacuation drills of Probation offices are to be held in April and October of each year.</p>
<b>CWS Disaster Response Criteria B:</b>	<b>Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:</b>
Essential Function:	1. New child welfare investigation process
Process Description:	<p><b><u>Children's Services Division (CSD)</u></b></p> <ol style="list-style-type: none"> <li>1. Emergency response social workers will utilize structured decision making in consultation with supervisory staff to determine the needs, safety, and risk of the children in the home being investigated. Each report must be triaged for response time.</li> <li>2. A report requiring a 10-day response would be assessed within 1 business day as the disaster area is secured and adequate staff are available. These reports could then be responded to in accordance with normal policies and procedures.</li> <li>3. Emergency response referrals will need staff dispatched to investigate if the geographic area is safe to enter based on the nature of the disaster in coordination with DOC. If safety is secured, assessment will occur in the field according to standard policy. Staff will maintain contact with the regional operation by Nextel/cellular telephone if the system is operational. In the event that cellular telephone operation is down, staff would be directed to utilize other county and law</li> </ol>

	<p>enforcement offices in coordination with DOC. If removal of children is necessary, all policies and procedures would be followed, including assessment of relatives and if necessary, identifying a licensed foster home. If child(ren) are in the office awaiting placement, adequate staff would need to be mobilized to supervise the care of the children.</p> <p><b><u>Probation</u></b></p> <p>CSD and Probation have a Memorandum of Understanding (MOU) regarding investigation of allegations of child maltreatment.</p>
Essential Function:	2. Implementation process for providing new services
Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>The Program Development Unit is developing a support plan with contracted vendors. Staff have access to county-wide service information for service referrals through the non-public website, the resource <a href="http://www.informriversidecounty.com">www.informriversidecounty.com</a> website and 2-1-1 phone system.</p> <p><b><u>Probation</u></b></p> <p>CSD and Probation will maintain the Dual Status Protocol.</p>
<b>CWS Disaster Response Criteria C:</b>	<b>Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:</b>
Essential Function:	1. Communication structure – staff
Process Description:	<p>In the event of a disaster, either occurring locally or nationally, communication is a key element of any disaster plan. Communication with emergency management personnel, the media, other counties and states, and our partners is vital.</p> <p><b><u>Children’s Services Division (CSD)</u></b></p> <p>If phone lines/cell phones are working, CSD staff will check in with their immediate supervisor as to any question about their ability to get to work. Staff will be informed of alternative locations to report to work as outlined in Riverside County Disaster Preparedness brochure 7200.</p>

	<p><b><u>Probation</u></b>          If phone lines/cell phones are working, Placement staff will check in with their immediate supervisor as to any question about their ability to get to work. Placement Staff, if safe to do so, are required to report to J.S.D. or Riverside Juvenile Hall if J.S.D. is unsafe to inhabit.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>A confidential phone tree of management staff is distributed quarterly. All other staff update their emergency and current contact information monthly to their supervisors. Staff contact information is also input on a county-wide system maintained and updated by the Human Resources department and verified annually by staff. The RM and Supervisor are to have their assigned cellular telephone at all times. The RM and Supervisor are to have copies of HR telephone tree and telephone list. This information is to also be with the RM and Supervisor when they leave for the day in the event that an emergency/disaster happens during the night. They will need to contact staff and advise them which office to report to for work.</p> <p><b><u>Probation</u></b>          A Confidential Phone List of supervisory and management staff is distributed quarterly. All other staff updates their emergency and current contact information yearly, or sooner as changes take place, to their supervisors. The J.S.D. Division Director, Assistant Director, and Placement Supervisors are to have their assigned cellular telephone at all times. The Division Director, Assistant Director, and Placement Supervisors are to have copies of the department’s Confidential Telephone List. Copies of this list are to be kept by each at JSD and at their homes</p>
Essential Function:	3. Communication structure – contracted services
Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>The Program Development Unit (PDU) is developing a support plan with contracted vendors. Service contact information is maintained on a non-public website available to workers. The first 24 hours following a disaster, PDU would assess all existing services and procuring additional ‘crisis’ services as needed. Within 72 hours, PDU will contact all operation regions to assess for need and initiate the process for procuring and/or referring clients to needed services.</p> <p><b><u>Probation</u></b>          Services delivered by placement providers will be on-going.</p>



Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p><b><u>Children's Services Division (CSD)</u></b></p> <p>All CSD staff are given training and information to follow the communication procedure outlined in Riverside County Disaster Preparedness brochure 7200. Intake (CIC) functions have a procedure to initiate a roll over of three lines to handle calls to an off-site number (PCN). Transportation and use of a courier system is a component coordinated through the County plan.</p> <p><b><u>Probation</u></b></p> <p>All Placement Unit Staff are to have their assigned cellular phones at all times for business use only.</p>
Essential Function:	5. Communication frequency
Process Description:	The County plan, upon declaration of a disaster, enacts a communication protocol at the County Operations Center (C.O.C.) aka Disaster Operations Center (DOC). CSD and Probation are components of that system and plan.
Essential Function:	6. Communication with media
Process Description:	A Public Information Officer (PIO) at the COC coordinates all releases to the media for CSD and Probation. The Riverside County Disaster Preparedness brochure 7200 identifies media outlets that will disseminate information from the COC to workers and the public.
Essential Function:	7. Communication with volunteers
Process Description:	<p><b><u>Children's Services Division (CSD)</u></b></p> <p>CSD does not directly use volunteers. DPSS volunteers are used at the direction of the DOC.</p> <p><b><u>Probation</u></b></p> <p>Probation volunteers are used at the direction of the D.O.C.</p>
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)

Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>Currently, CSD uses 1-800- 442-4918. Caregivers will be able to contact the 1-800-665-5437 telephone line to notify CSD of damage to their home or injury to a child.</p> <p><b><u>Probation</u></b></p> <p>The Probation Department will use the emergency number as a public disaster information line. Placement providers will be able to contact the assigned Placement Probation Officer via provided cell phone number, or Placement Supervisor as noted on Page 1 of this protocol, of damage to their placement home or injury to a ward(s).</p>
<b>CWS Disaster Response Criteria D:</b>	<b>Preserve essential program records:</b>
<b>Essential Function:</b>	1. Record preservation process
Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>To protect records and use information systems that can be accessed during an emergency it is important to do the following:</p> <ul style="list-style-type: none"> <li>• Store case records and paper files in filing cabinets to better protect them from smoke or water damage.</li> <li>• Ensure that contact information and other placement information are kept up to date in CWS/CMS and in the case file. Since the CWS/CMS information has off-site backup, critical information will be maintained in the event of a local disaster, however it may be temporarily inaccessible due to power outages.</li> <li>• Providing the state CWS/CMS system is operational in the regional office, documentation will occur in accordance to established policy and procedure. If the CWS/CMS system is not operational, manual documentation in the case file will occur.</li> <li>• Manual documentation would cease once the CWS/CMS system is fully operational in each of the regional offices. Clerical staff will be assigned to assist with the data entry of all manual documentation completed during the response plan.</li> </ul> <p><b><u>Probation</u></b></p> <p>Probation records are maintained electronically by the Juvenile and Adult Management System</p>

	<p>(JAMS). JAMS is an application designed to track citizens who come in contact with Probation Services. These services can start at the time a juvenile is arrested, an adult is convicted, a client is relocated to another County, or when prevention programs are used to deter criminal behavior. This is a full-scope system that records the entire life and history of the client, from juvenile to adult. With this system, reporting is more flexible. The individual history of a client can be examined, or a group trend and comparison can be identified.</p> <p>In the event that JAMS is not operational, manual documentation in the case file will occur. Manual documentation would cease once the JAMS system is fully operational in each of the regional offices. Clerical staff will be assigned to assist with the data entry of all manual documentation completed during the response plan.</p>
<b>Essential Function:</b>	2. Use of off-site back-up system
<b>Process Description:</b>	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>Since the CWS/CMS information has off-site backup, critical information will be maintained in the event of a local disaster, however it may be temporarily inaccessible due to power outages.</p> <p>Foster Care staff will be assigned to another office and will use C-IV to perform casework. In the event that a Foster Care office was not available, staff could be deployed to a TAM office.</p> <p>The on-call social worker and supervisor for the Placement Services region will maintain copies of the database for child placement and foster care openings, and is responsible for the safekeeping off site.</p> <p><b><u>Probation</u></b></p> <p>The JAMS system has an off-site backup, thus all critical information will be maintained in the event of a local disaster; however, it may be temporarily inaccessible due to power outages.</p>
<b>CWS Disaster Response Criteria E:</b>	<b>Coordinate services and share information with other states:</b>
<b>Essential Function:</b>	1. Interstate Compact on the Placement of Children reporting process

Process Description:	<p><b><u>Children’s Services Division (CSD)</u></b></p> <p>The ICPC supervisor shall maintain regular contact with the RMs and provide updates accordingly. The ICPC staff will check on the safety of the children assigned to them in the affected area by:</p> <ul style="list-style-type: none"> <li>• Immediately contacting the caretakers (which could include parents, relatives, and non-relative extended family) by telephone or in person if they cannot be reached by telephone and if it is safe to travel in the area of where the child is placed.</li> <li>• Following-up with a face to face visit with the family as soon as travel conditions are safe.</li> <li>• Social workers will identify, locate and continue availability of services for children under their supervision who are displaced or adversely affected by a disaster.</li> </ul> <p>The ICPC supervisor will communicate with the California State ICPC coordinator the status of all children who have been placed in Riverside County under ICPC guidelines. ICPC placements are identified separately on the monthly updates of placements.</p> <p><b><u>Probation</u></b></p> <p>Probation does not place wards out of state other than through Mental Health placements.</p>
Essential Function:	2. Mental health providers
Process Description:	<p>The Riverside County Department of Mental Health is a component of the C.O.C. Coordination of services for CSD dependents and Probation wards is part of the C.O.C. county-wide plan. Mental Health contact information is available to staff.</p> <p><b><u>Children’s Services Division (CSD)</u></b></p> <p>Contracted providers’ contact information is available to staff via the Internet on a non-public website.</p> <p><b><u>Probation</u></b></p> <p>Mental Health contact information is available to staff.</p>
Essential Function:	3. Courts
Process Description:	The court will identify an on-call judicial officer.

**Children's Services Division (CSD)**

Urgent processes such as detention petitions, noticing, court reports, etc. will continue providing the juvenile court is in operation. ER workers shall provide the court with the Application for Juvenile Court Petitions (J 132). All Ex Partes for emergency services, such as medical attention, shall also be processed.

**Creating/Filing/ Distributing Petitions/Reports for Juvenile Court**

In the event of an emergency which prevented the CSB from creating and filing petitions, and filing other legal documents (i.e. court reports and addendums) for the Juvenile Court, County Counsel, and the Juvenile Defense Panel, the immediate steps are:

1. Inform the Juvenile Court, County Counsel, Juvenile Defense and Probation Department that CSB functions are temporarily impaired and that the filing and distribution of legal documents will be modified by having all court reports and other legal documents delivered at the Court Clerk's office and placed in their designated bins for pick-up.
2. Relocate to another office that will provide staff with technical support to conduct business (i.e. CWS/CMS computer program, email, fax, printers, copiers, telephones, and Genesis)
3. Regional offices have Genesis access and if available will provide copies of the calendar and minute orders to line-staff.
4. Inform line-staff of the relocation and advise that J-132s, court reports, and addendums are to be delivered and/or faxed at the new address for distribution to court staff.
5. Provide line staff with cellular telephone numbers of available court officers.
6. Access disk copies of the petition templates to draft petitions at a different location. Petition templates will be available via the non-public website.
7. Inform staff that during the duration of the declared disaster period they are to deliver their unfiled reports directly to the Court Clerk's Office in Riverside and place them in the designated bins which are similarly marked as those currently found in CSB Riverside's office. The same time frame for filing deadline of 2:00 p.m. would remain. One of the CSB's support staff would be present at the clerk's office at 2:00 p.m. daily to ensure that proper filing and distribution of the documents occurs.

**Creating/Mailing Notice Documents**

In the event of an emergency which prevented CSB from disseminating proper Notice to parties involved in Dependency Hearings, the CSB staff will continue operations in a different office location. In so doing, the critical functions identified regarding the creating and mailing of Notice documents are as follows:

1. Inform the Juvenile Court, County Counsel, Juvenile Defense, and Probation Department that

CSB staff are being temporarily relocated.

2. Transfer Noticing form templates onto disk in order to resume work elsewhere or access via the non-public website.
3. Access Genesis system at the Alternate site and/or utilize Court Officer completed calendars to draft Notices.
4. The Office Support Supervisor (OSS) will solicit the assistance of Regional OSSs to relocate the Noticing Assistants to other office locations to ensure the continuity of Noticing functions.
5. Alert field staff via email that they are to send their faxed DPSS 2509 (Noticing Request) to the new temporary location and/or bring hard copies of the DPSS 2509s to the identified location via courier or driver during same work day.
6. Access Genesis from a different location to obtain court calendar to generate notices.
7. Utilize CWS/CMS system at the alternate site.
8. Access the G-Drive from the County system and solicit the assistance of IT to ensure its availability.
9. Access mail meters, postage, and paper products for the dissemination of Notice.

#### Contacting Line-Staff regarding petitions/court reports

In the event of an emergency which impacts line-staff's ability to contact CSB staff regarding petitions and court reports, the immediate steps are:

1. Notify line-staff via email or in coordination with DOC that relocation was necessitated due to the emergency and that Court Officers would be available by cellular telephone.
2. Inform all staff of the temporary relocation site and instruct them to submit their J-132s and requests for petitions to that site and to the designated CSB staff selected as a point person. In this event, the point person would be CSB's selected petition writer designated by the CSB Riverside Supervisor

#### Dissemination of Minute Orders to staff

If Imaging on the Web is not available, the immediate steps to ensure that staff were provided with the necessary information regarding court orders on any given case would be to:

1. Input the results of the court hearing in the Court Summary in CWS/CMS.
2. Provide a faxed copy of the court officer's memorandum to the social worker.
3. Provide a telephone call to the social worker when a forthwith order has been made.

#### Foster Care eligibility:

Interview parents at juvenile dependency court to obtain financial information needed for AFDC-FC eligibility determination : Case carrying ET's would use other sources such as CWS/CMS, IEVS,

MBS, and C-IV to extract as much information as possible and then make a best funding decision based on available information.

**Probation**

Urgent processes and hearings will continue providing the juvenile court is in operation.

**Creating/Filing/ Distributing Petitions/Reports for Juvenile Court**

In the event of an emergency which prevented probation court services from fax filing petitions and other legal documents (i.e. Notice of Hearings, court reports):

1. Inform the Juvenile Court, District Attorney, Public Defender, Juvenile Defense Panel, and probation staff that probation court services functions are temporarily impaired and that the filing and distribution of legal documents will be modified by having all court reports and other legal documents delivered to the Court Clerk's office and placed in their designated bins for pick-up.
2. Relocate to another office that will provide staff with technical support to conduct business (i.e. CMS/JAMS, email, fax, printers, copiers, telephones, and Genesis)
3. Other Divisions, if not impacted by the disaster, will have CMS/Jams and Genesis access and can be utilized for assistance.
4. Inform line-staff of the relocation and advise that court reports, and other documents intended for court, are to be delivered and/or faxed at the new address for distribution to court staff.
5. Provide line staff with cellular telephone numbers of available court officers if normal telephone service is disrupted.
6. Inform staff that during the duration of the declared disaster period, they are to deliver their non-filed reports directly to the Court Clerk's Office in Riverside and place them in the designated bins. The same time frame for filing deadline of 12:00 p.m. will remain.

**Contacting Line-Staff regarding petitions/court reports**

In the event of an emergency which impacts line-staff's ability to contact probation court services staff

	<p>regarding petitions and court reports, the immediate steps are:</p> <ol style="list-style-type: none"> <li>1. Notify line-staff via email or in coordination with DOC that relocation was necessitated due to the emergency and that Court Officers would be available by cellular telephone.</li> <li>2. Inform all staff of the temporary relocation site, and</li> <li>3. instruct them to submit their court documents to that site and to the designated probation court services staff.</li> </ol> <p><u>Dissemination of Minute Orders to staff</u></p> <p>In the event of an emergency which prevented court services from disseminating Minute Orders, the immediate steps to ensure that staff were provided with the necessary information regarding court orders on any given case would be to:</p> <ol style="list-style-type: none"> <li>1. Input the results of the court hearing in the chrono's and case notes in CMS/JAMS.</li> <li>2. Provide a faxed copy of the minute order to the probation officer.</li> <li>3. Provide a telephone call to the probation officer when a forthwith order has been made.</li> </ol>
Essential Function:	4. Federal partners
Process Description:	CSD and Probation Department will follow state directives and communication regarding dissemination of information from federal authorities targeting child welfare. CSD and Probation Department will follow the county plan regarding directives and communication from federal authorities as it relates to the disaster.
Essential Function:	5. CDSS
Process Description:	CSD and Probation Department will follow state guidance regarding communication with CDSS. It is hoped that the state will provide alerts, information exchange, etc. using the CDSS website and/or a toll free number.
Essential Function:	6. Tribes
Process Description:	<p><b><u>Children's Services Division (CSD)</u></b></p> <p>CSD has a list of tribal contacts which are accessible via the Intranet on a non-public website. This is a topic of further development using the current Tribal Alliance meetings. All ICWA related</p>



	requirements will continue per policies. <b><u>Probation</u></b> In the event ICWA applies to a placement minor ICWA protocols will be followed.
Essential Function:	7. Volunteers
Process Description:	<b><u>Children's Services Division (CSD)</u></b> CSD does not directly use volunteers. DPSS volunteers are used at the direction of the DOC. <b><u>Probation</u></b> Probation volunteers are used at the direction of the D.O.C.